



# HQ Air Force Personnel Center

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## **Focus Group Update**

**27 May 04**

**Lt Col Lee Shick  
Field Activities Division**

***AFPC***



# **PERSCO**

## **Focus Group**

### **Update**

**26 May 04**

# Readiness Focus Group

**AFPC**



- **Will be a combined MANPER-B and PERSCO Course in Oct 04**
- **Issues**
  - **What about individuals who have already attend one course. Will they have to attend the combined course?**
  - **No idea on what quotas will be as of yet**

# PERSCO/PRF Training

**AFPC**



- **PERSCO Training**
  - **Currently New CBT (Web based) training (complete prior to going to formal course)**
  - **Recommend advance web based training for 7 levels and more hands on training**
    - **Certification to knowledge level IAW CFETP requirements**
- **Combat Readiness Course (CRC)**
  - **Developing a standard CONUS site using PACAF/USAFE sites as examples for CRC training (this is only for PERSCO training)**
    - **For those individuals who need PERSCO training (currently not holding the SEI)**
  - **Recommend MAJCOM to nominate base level personnel to train CRC**
  - **Recommend let the bases teach CRC course as needed**

# Silver Flag

**AFPC**



- **Currently emphasis is on Bare Base operations**
- **Recommend longer field time and real world scenarios**
  - **Recommend delete the obstacle course**
  - **Recommend “Just-in-time” training (1 or 2 days) in route to deployments (component command (A1) conducting the training possibly) Do not conduct this training at home base**
- **Recommend Reserve/Guard interaction with active duty (currently not enough quotas)**
- **READINESS CHALLENGE POSTPONED**

# In-House Training Program

**AFPC**



- **Tiger Team developed for in-house training initiative**
  - **27 initiatives were developed**
  - **Resulted in 8 new core items added to the JQS**
- **New in-house training program developed**
  - **Continuity for PERSCO in-house training among all personnelist**
  - **Will be out on the Web last week of May 04**
  - **Has a way to evaluate for JQS certification for PERSCO**
- **Award of the SEI**
  - **Recommend the SEI be awarded without going to PERSCO/ MANPER-B Course**
    - **Go to the 3 week course and 12 month experience authorize the SEI**
    - **Develop CFETP for PERSCO/MANPER-B unique qualifications. Delete duplication between PERSCO/MANPER-B and 3S CFETP (delete the PERSCO/MANPER-B CFETP)**
    - **Security Clearances (several individuals do not have security clearances)**

# Integrate MANPER-B into DECAPS

**AFPC**



- **Integration will happen in Nov 04**
- **Will need to develop new training aids for DECAPS (AFPC will get first look at new applications Jun 04)**
- **This will be a major new system**
- **Recommend any training be sent to DECAPS training to prepare for the integration**
- **Will be developing Tiger Team (Air Staff, AFPC and MAJCOM reps) to review plan for integration**
- **Will retire red mini and DPT will cease to exist**
- **Recommend to cease MANPER-B training and save funds for future DECAPS training. Why send personnel to training on a system which will be obsolete?**



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***QUESTIONS?***





# **Contact Center Focus Group Update**

**26 May 04**

# CONTACT CENTER UTILIZATION

## Short Term Solutions

**AFPC**



- **Retirement Application**

- SHORT TERM
  - NO SYSTEM CHANGE (turn back on in vMPF)
  - RESOURCES REQUIRED
- Eligibility
- Customer apply and send to Contact Center for processing
- DD Fm 214

- **AFOUA/AFOEA Updates**

- SHORT TERM
  - NO SYSTEM CHANGE
  - RESOURCES
- Data verification and update

# CONTACT CENTER UTILIZATION

## Short Term Solutions

**AFPC**



- **Overseas Duty History Updates/Award U**
  - SHORT TERM
  - NO SYSTEM CHANGE
  - RESOURCES
- Validation and update

# CONTACT CENTER UTILIZATION

## Long Term Solutions

**AFPC**



- **vRED**
  - LONG TERM
  - SYSTEM CHANGE
  - NO RESOURCES REQUIRED
- Review for accuracy
- Tracking vRED completion
- Link vRED update to Record Review (system)
- Automated suspense requiring update 30 days after RNLTD
  
- **Voluntary Separation (ETS)**
  - LONG TERM
  - SYSTEM CHANGE
  - RESOURCES
- Eligibility verification
- DD Fm 214

# CONTACT CENTER UTILIZATION

## Long Term Solutions

**AFPC**



- **Evaluation Minor Corrections**
  - LONG TERM (tied to ARMS)
  - SYSTEM CHANGE
  - RESOURCES
  
- **Retraining Application**
  - LONG TERM
  - SYSTEM CHANGE
  - RESOURCES (would affect AFPC retraining vs. Contact Center)
  
- **CRP**
  - LONG TERM
  - SYSTEM CHANGE
  - RESOURCES

# CONTACT CENTER UTILIZATION

## Long Term Solutions

**AFPC**



- **Reenlistment Updates**

- LONG TERM
- SYSTEM CHANGE
- RESOURCES
- member request reenlistment
- form to member to print/obtain signatures
- consistency for accurate updates/standardization
- MPF verify eligibility

- **Forecasting DEROS**

- LONG TERM
- SYSTEM CHANGE
- RESOURCES
- Track timely projection
- Email to member at 14 month point to complete DEROS option

# CONTACT CENTER UTILIZATION

## Long Term Solutions

**AFPC**



- **Formal Training Orders**
  - LONG TERM
  - SYSTEM CHANGE
  - RESOURCES
  
- **Accessions**
  - LONG TERM
  - SYSTEM CHANGE
  - RESOURCES
  
- Docs validated by Contact Center

# CONTACT CENTER UTILIZATION

## Long Term Solutions

**AFPC**



- **Enlisted Assignment Preference Update**
  - LONG TERM
  - NO SYSTEM CHANGE
  - RESOURCES
  
- **Special Duty Assignment Pay**
  - LONG TERM
  - SYSTEM CHANGE
  - RESOURCES
  
- commander to contact center





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***QUESTIONS?***

# AFPC



## **MPF**

# **Assessments**

*Chief*  
**Higgins**  
**26 May 04**

# MPF Assessment Focus Group

**AFPC**



- **Starting Point**
- **Breakdown of each category**
- **Recommendations**
- **Way Ahead**

***Goal: Review and validate proposed revision of  
MPF Assessment***

# MPF Assessments Starting Point

**AFPC**



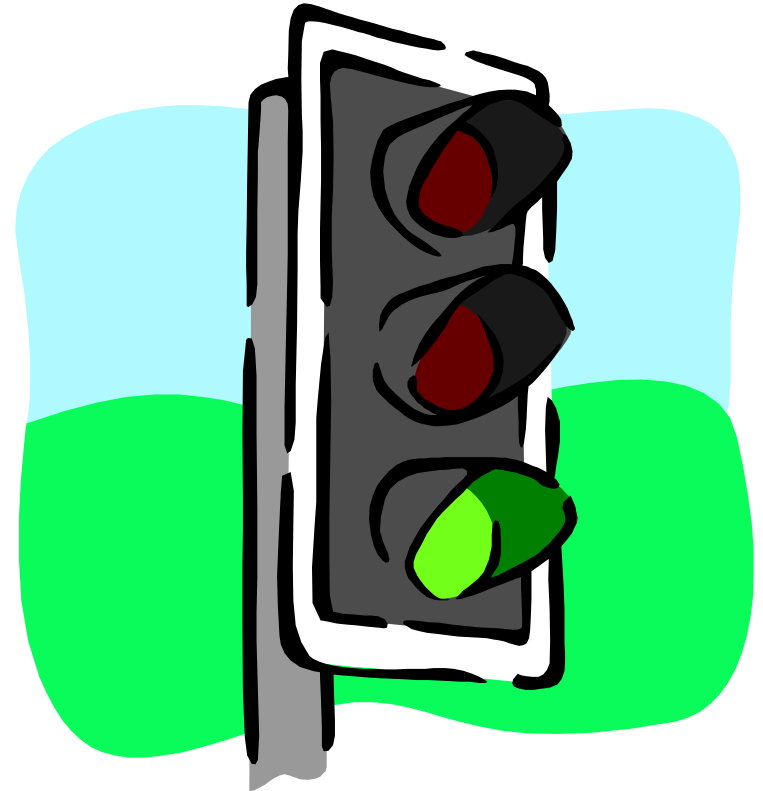
- **Philosophy**
  - **Make them Meaningful**
  - **Keep it Simple**
  - **Utilize the Tools That are Working and Available at the MPF**
- **Based on 3 Criteria:**
  - **DJMS Accuracy Rates**
  - **Data Recon**
  - **MilPDS Accuracy**
- **New and Improved Grading Scale**
  - **Outstanding = 5**
  - **Excellent = 4**
  - **Satisfactory = 3**
  - **Marginal = 2**
  - **Unsatisfactory = 0**

# DJMS Accuracy Rates

**AFPC**



- **Recommendations: GO**
- **Breakout of items measured:**
  - **Accessions: E23s/E25s**
  - **Reenlistments: E6s**
  - **SGLI: DB04/6**
  - **Extensions: TU04/5/6**
  - **Retirements/Separations: E5**
  - **Name Change: E503/4/6**

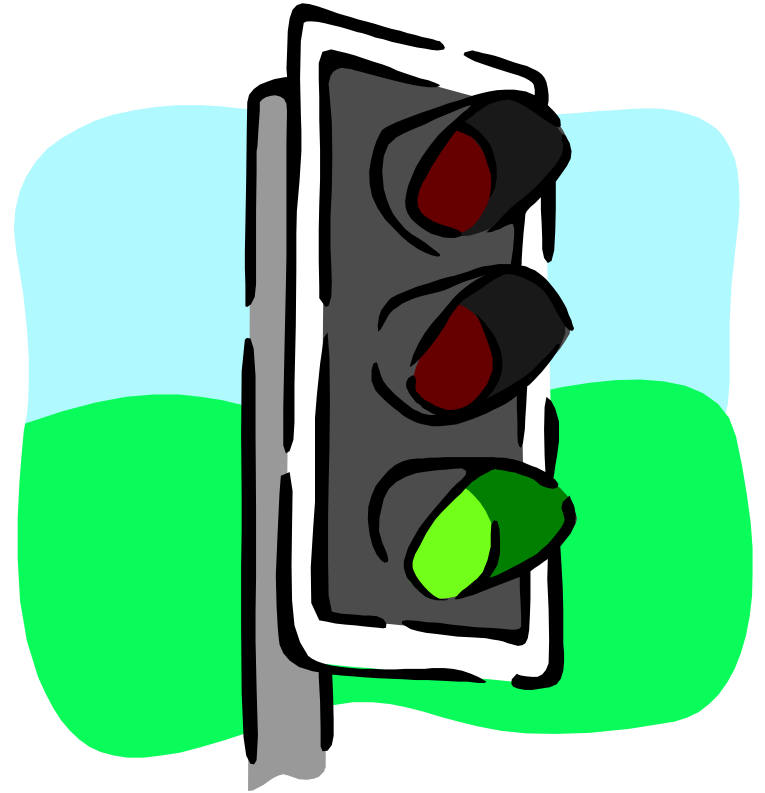


# Data Recon

**AFPC**



- **Recommendations: GO**
- **Breakout of items measured:**
  - **Enlisted Grade and Effective Date Discrepancies**
  - **Enlisted DOS/ETS/DOE Discrepancies**

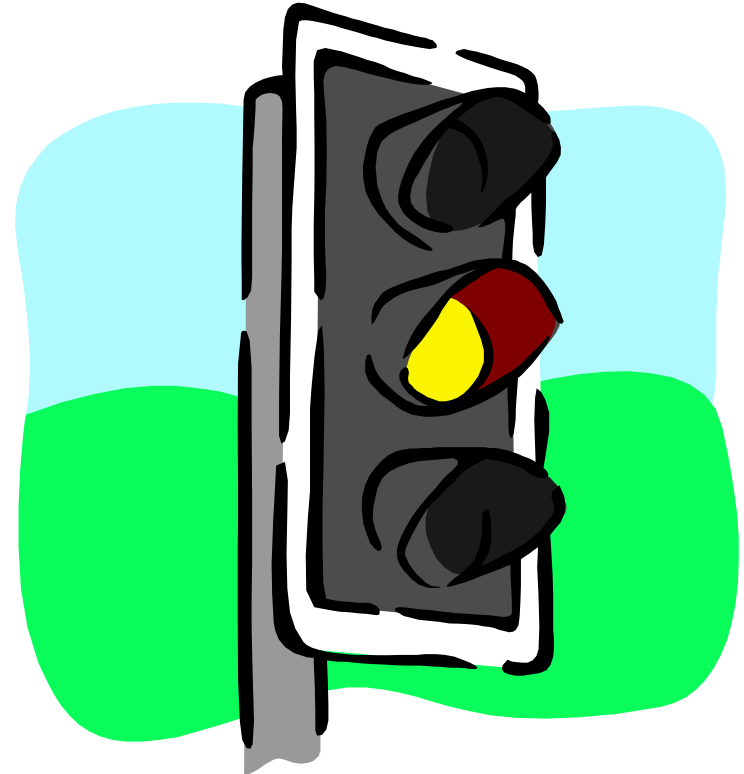


# MiLPDS Accuracy

**AFPC**



- **Recommendations: *GO w/ Modifications***
- **Breakout of items measured:**
  - **Repeat Blank Promotion Eligibility Codes - Modification**
  - **Blank Duty Status - Modification**
    - **Greater than 7 days**
    - **Publish the results but do not incorporate in overall score**
  - **Blank Duty Title - Provide the MAP but delete from Assessment**
  - **DAFSC - Provide the MAP but delete from Assessment**



# Overall

## Recommendations

**AFPC**



- **Change the name: *Data Integrity Snapshot***
- **Provide the data to the MAJCOM allow them to assess the bases**
- **Remove the “Grade”**
  - **Post Accuracy Rates (Percentages)**
    - **Allows bases to contact counterparts who are doing better**
    - **Provide the Overall Average to see who is above or below average**
  - **Use as a “Tool” - *not as a slap on the wrist***
- **Provide the MPFs the bad data**
- **Ensure all documentation incorporates new assessments**
  - **36-699**
  - ***Checklists***



***AFPC***

# Way Ahead



- **Field Activities**
  - **Coordinate w/ MAJCOM**
  - **Provide feedback to the field**
  - **Determine time-line for implementation**



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***QUESTIONS?***



**CSS  
Consolidation  
Focus Group  
Update**

**26 May 04**

# CSS

## Consolidation

**AFPC**



**On April 29th and 30th APFC hosted a Commander's Support Staff working group comprised of representatives from 6 MAJCOMs, AFPC, the 11th Wing, the Air Force Academy and AFMRDS**

**Purpose was to recommend changes to the structure of base level personnel support activities in response to continuing force reductions and Customer Service Transformation (CST) initiatives**

**Results of the working group consisted of 4 recommendations for base level personnel support structure**

# CSS

# AFPC

## Consolidation



**Base Level Personnel Support Section (PSS) - Each base centralizes all 3SO resources into a personnel support section within the MPF (base level field activities office) responsible for the personnel support needs of all squadrons on base; each SQ keeps authorized CCQ position**

### **PROS**

**Better personnel services provided to base customers**

**Standardization within base - training/programs = efficient/accurate products**

**Maximized economies of scale**

**Centralized control of PERSCO assets saving the mission at home**

**Maintains focus on commander's personnel needs**

**Optimizes data integrity**

**Ensures 3SO professional development and 36P development at unit**

**Personnel programs continuity**

**Includes all tenant units**

**Logical progression to CST**

**Alignment of all personnel programs under personnel professionals**

### **CONS**

**SQ CC lose assets**

**Non-personnel specific duties will be redistributed by commanders**

**Cost/logistics**

# CSS

**AFPC**

## Consolidation



**Consolidated MPF - Each base integrates all 3SO resources into the MPF. The extra resources are placed in the existing sections of the MPF with no organizational change; SQ keeps authorized CCQ position**

### **PROS**

- Better personnel services provided to base customers**
- Aligns with total force ( Guard and Reserve structured like this)**
- Standardization within base - training/programs = efficient/accurate products**
- Maximized economies of scale**
- Centralized control of PERSCO assets saving the mission at home**
- Optimizes data integrity**
- Ensures 3SO professional development and 36P development at unit**
- Personnel programs continuity**
- Includes all tenant units**
- Logical progression to CST**
- Alignment of all personnel programs under personnel professionals**

### **CONS**

- SQ CCs lose assets**
- Non-personnel specific duties will be redistributed by commanders**
- Cost/logistics**
- No separate focus on commander's personnel needs**
- Decentralized support for the commander**

# CSS Consolidation

**AFPC**



**Wing Level Personnel Support Flight (PSF) - Each wing centralizes all 3SO resources into a Personnel Support Flight under the MSS or DP; as manning permits provide OIC for PSF staff and each SQ keeps authorized CCQ**

## **PROS:**

- Better personnel services provided to wing customers**
- More standardization in wing - training/programs = efficient/accurate products**
- Maintains focus on commander's personnel needs**
- Higher economies of scale**
- Enhanced ability to pull PERSCO assets saving the mission at home**
- Improved data integrity**
- Enhances 3SO professional development**
- Personnel programs continuity**

## **CONS:**

- SQ CC lose assets**
- Non-personnel specific duties will be redistributed by commanders**
- Cost/logistics**
- Non-Wing tenant units will not consolidate (MAJ, AFPC, etc)**
- Fragmented organizational structure depending on base structure**

# CSS Consolidation

**AFPC**



**Group Level Personnel Support Flight (PSF) - Each Group centralizes 3SO resources into a personnel support flight under the group support squadron (ie OSS, MSS, MOS); as manning permits provide OIC for PSF staff; SQ keeps authorized CCQ position**

## **PROS**

**Standardized within Group - training/programs = efficient/accurate product**

**SQ CC maintain some control/access**

**Economies of scale**

**Retain some level of personalized service for SQ CC**

**Not hurting mission by pulling PERSCO assets**

**Marginal increase in data integrity**

## **CONS**

**SQ CC lose assets for additional duties**

**Still fragmented Personnel community**

**Cost/logistics**

**Limited/shared control of resources - including PERSCO**

**Standardization of organization structure**

**Tenant units left out**



# CSS

**AFPC**

## Consolidation



- **3A's can control their resources, why can't we do the same**
- **Some bases have tenant units that either belong to Unified Commands or different MAJCOMs and the authorizations are handled differently then MPF/CSS authorizations**
  - **Additionally, these Commands have their own tasking that they have to manage. i.e. CENTCOM has tasking that supports CENTCOM locations that don't fall under PERSCO taskings. Who would then fill these....**
- **Leave program seems to be a big concern as well since 3S handles policy but issues usually revolve around the 6F side of the house**
  - **This transition would also make it easier in the future as more and more MPF programs are handled by AFPC. This transition affects manning. If manning is still broken between MPF and CSS, it will make it difficult later on to slowly remove those bodies from the CSS "Do the battle once and not do it again"**

# CSS

**AFPC**

## Consolidation



- **Concern between Wing and Group consolidation is that if there is a consolidation at the Group level, the Group can still assign some of those non-personnel functions to the CSS**
- **Group level is believed to be an easier sell since the manning will still be maintained by the group and they can still control that manning**
- **Consolidation of the CSSs under the MPF should resolve training, incorrect updates, and inconsistencies issues that are currently problems in the CSSs**

# **CSS**

## **Consolidation**

**AFPC**



**Our Focus Group felt option #2 was the best as a first logical step in the CST process**

**Consolidated MPF - Each base integrates all 3SO resources into the MPF. The extra resources are placed in the existing sections of the MPF with no organizational change; SQ keeps authorized CCQ position**



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***QUESTIONS?***